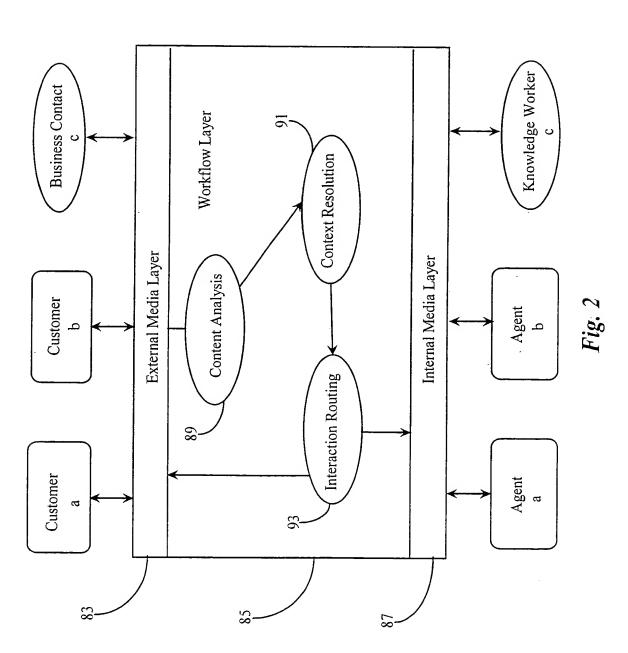


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Fig. 1



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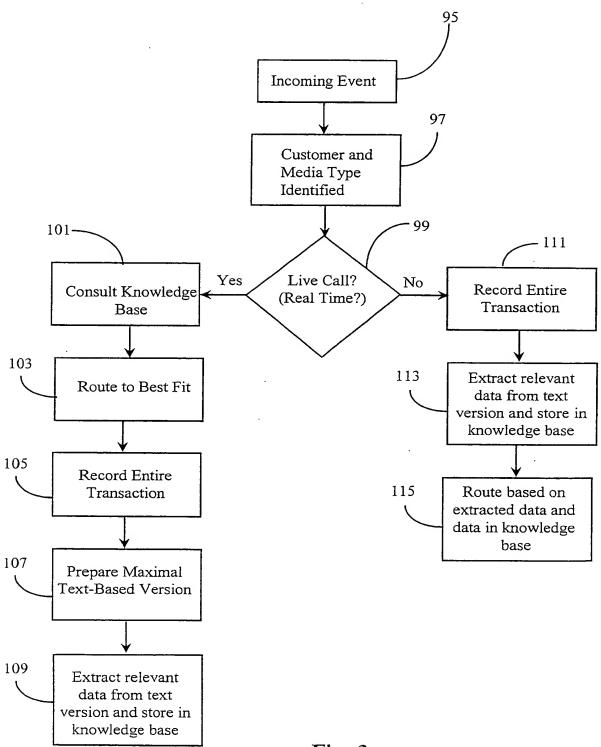
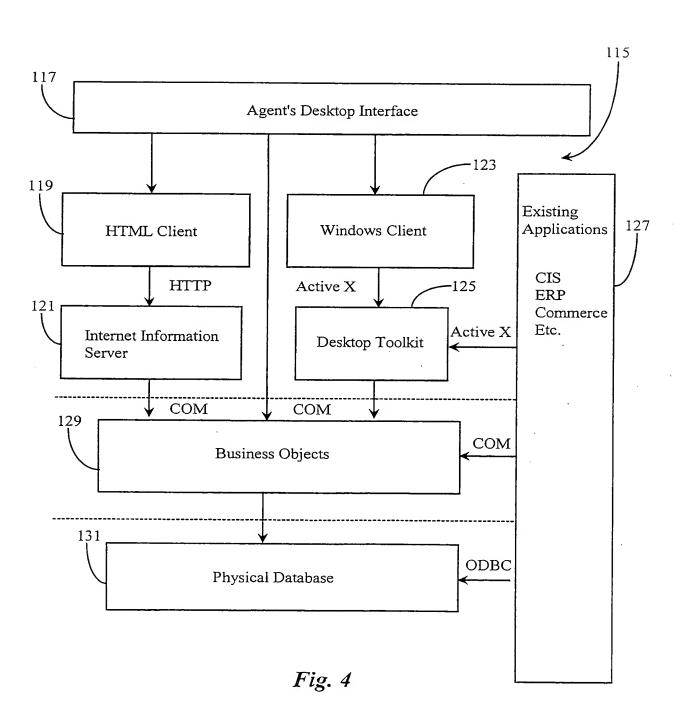


Fig. 3



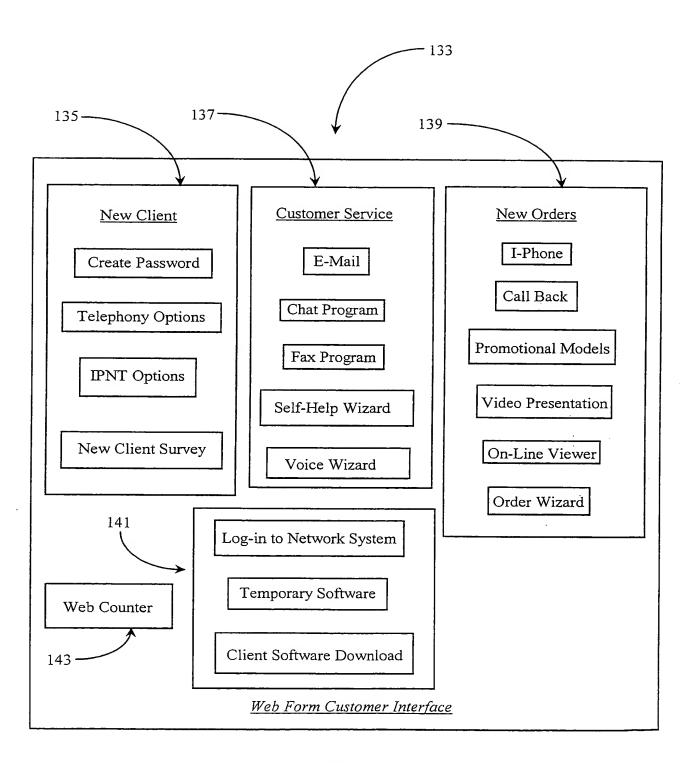


Fig. 5

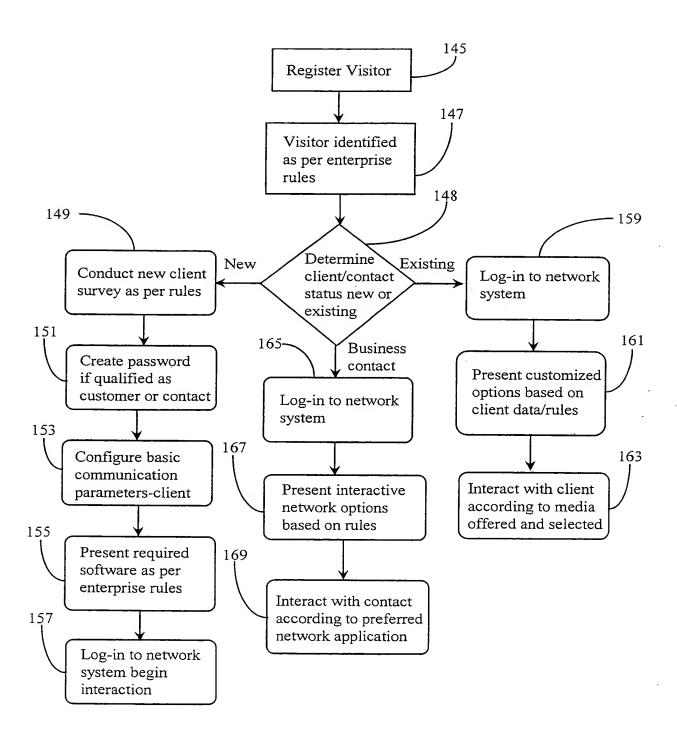
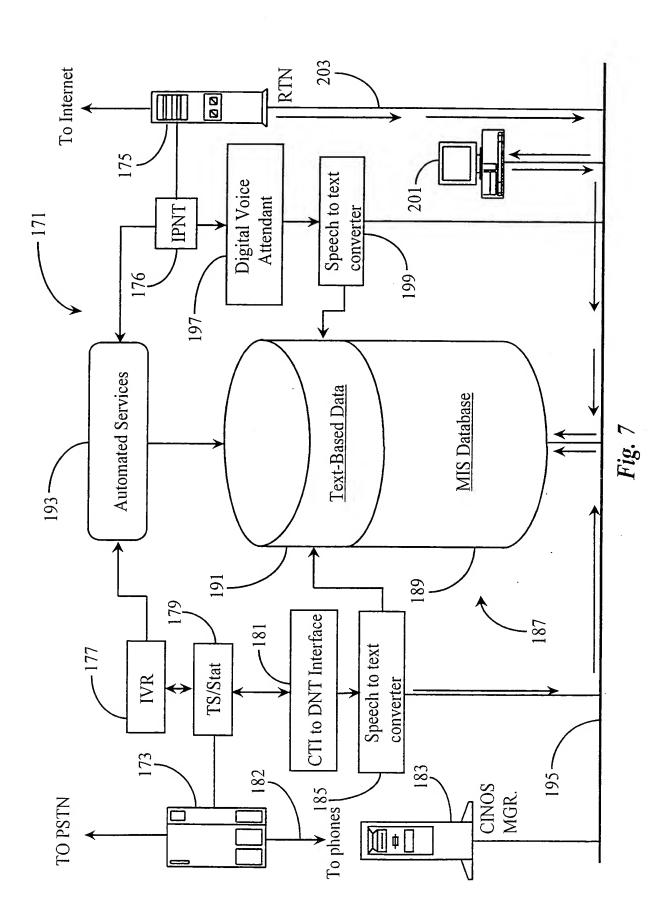
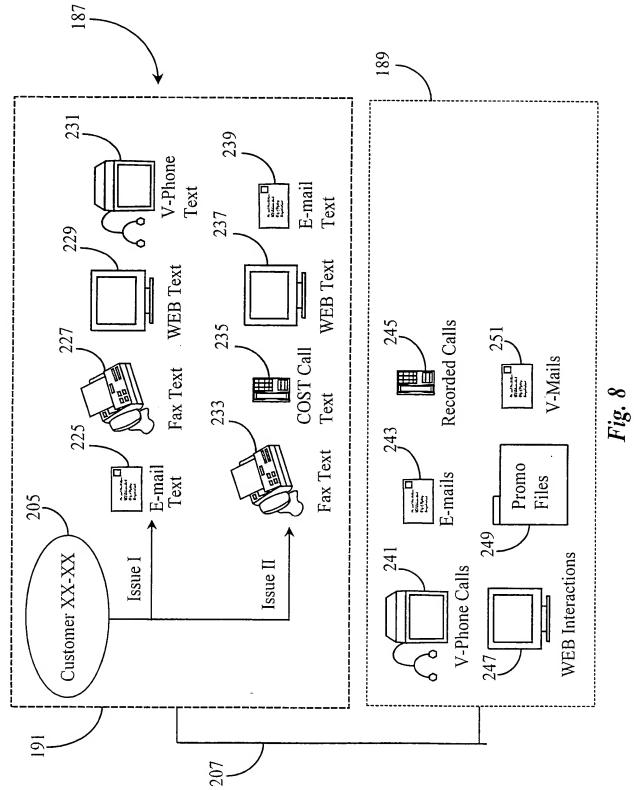


Fig. 6



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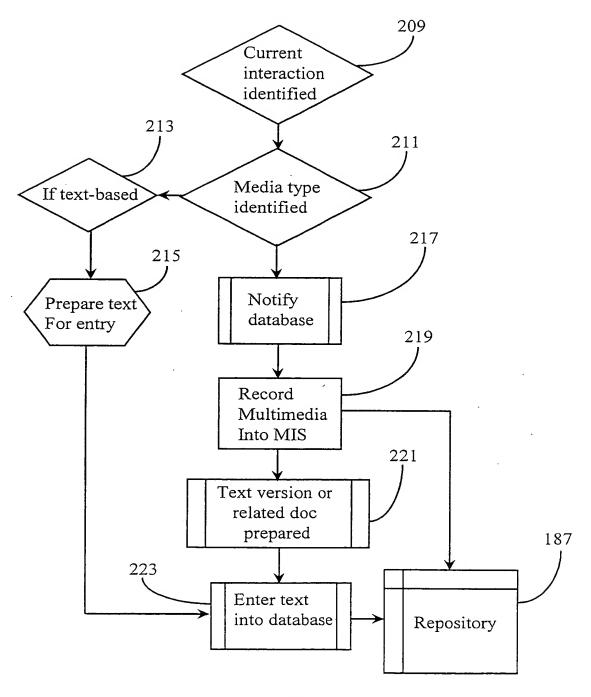
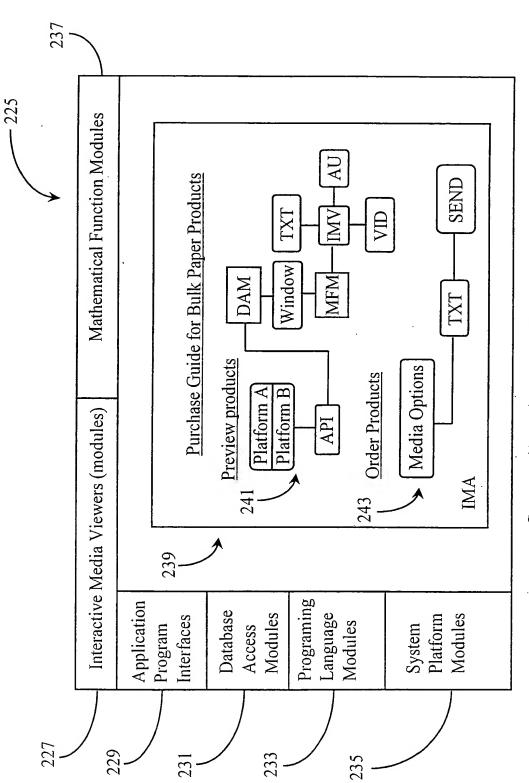


Fig. 9



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Customer/Agent/Associate IMA Tool Kit

Fig. 10

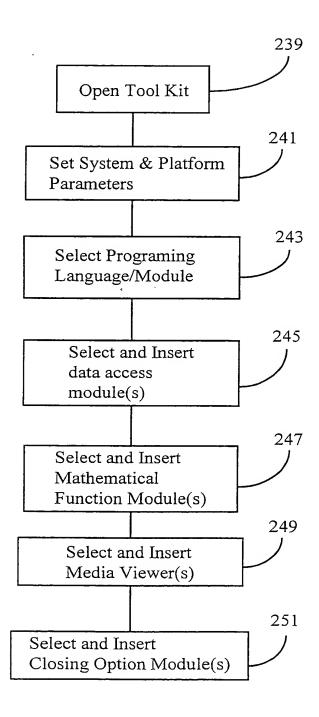
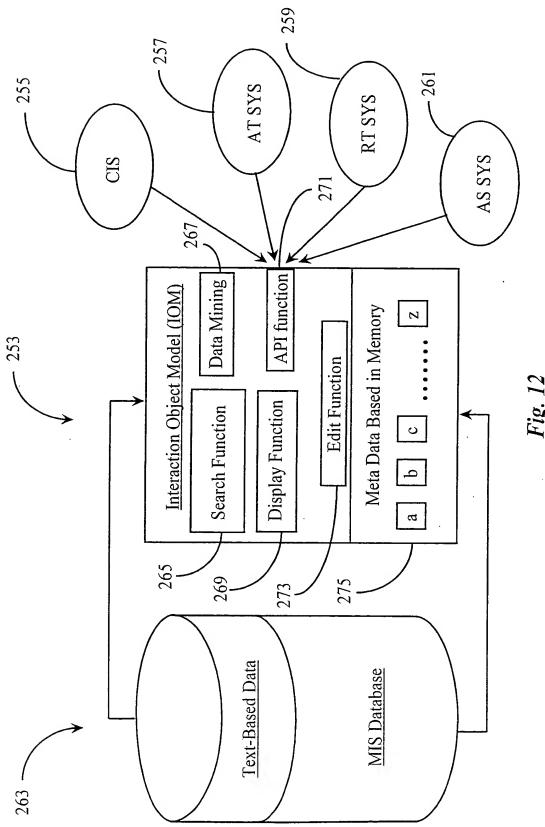


Fig. 11



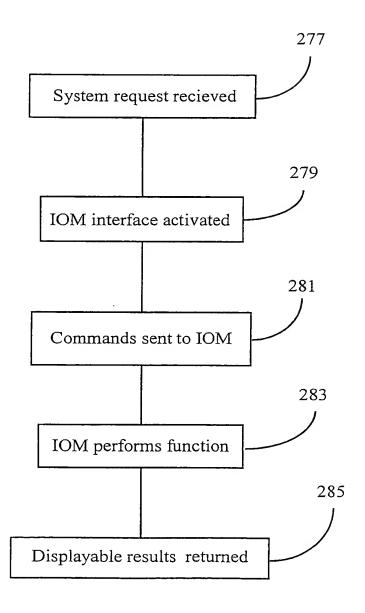


Fig. 13

289 		291 2	2932	95 29	97 2	99
	Loan A	pplication	0000	00305	00255	Update
	Task	Name	Time Begin	Time End	Actual Time	Notify
	<u>1</u>	Pre-Qual	0000	0010	0008	OK step 1a
	la	Gen. Credit	0001	0005	0004	OK step 1b
	1b	Ent. Credit	0004	00025	0002	OK step 1c
	1c	Income Data	0006	00025	0002	N/A
	2	Loan Type	0000	0008	0075	OK step 2a
	2a	Select APP	0001	0001	0001	OK step 2b
	2b	Obtain data	8000	0003	0003	OK step 2b1
	2b1	Sorting	0011	0003	00025	OK step 3
	2c	Insert Data	00135	0001	0001	OK step 4
	<u>3</u>	Post Qual	00145	00115	00095	OK step 4a
	3a	Val. Income	0015	0004	00035	OK step 4b
	3b	Val.Source	00185	0003	0002	OK step 4c
Ĺ	3c	Income Opt	00205	0003	00025	OK step 4d
	3d	Calc. D/I	0023	00025	0015	Present
	4	Agent Dis.	0024	0002	00015	END

Fig. 14

- 287

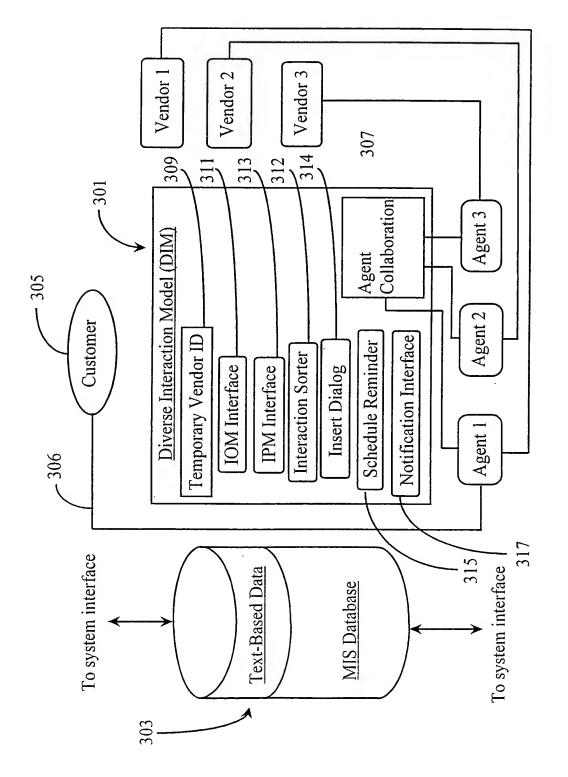
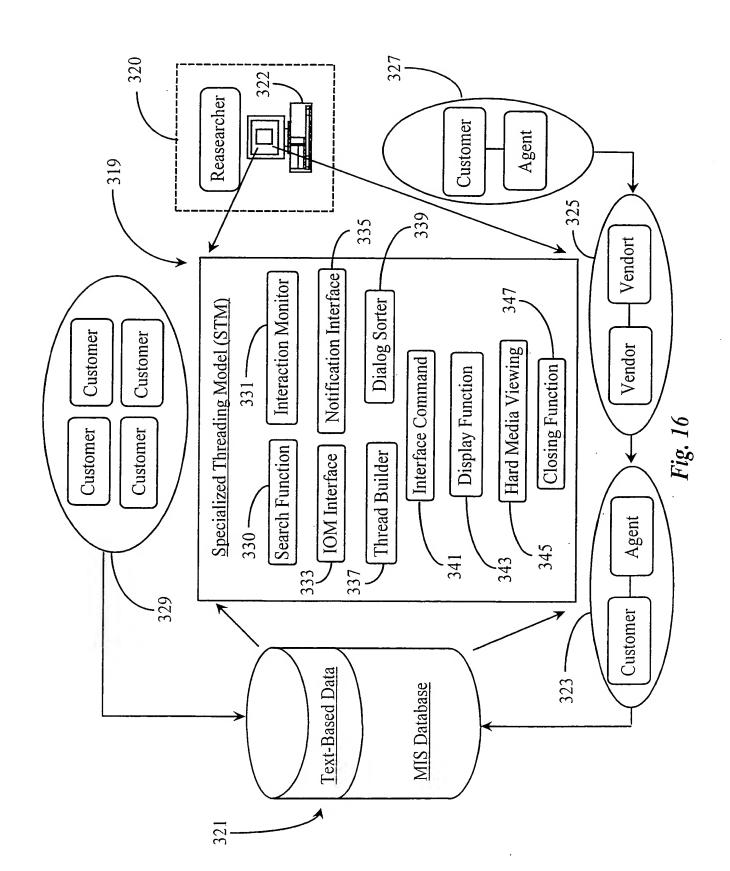


Fig. 15



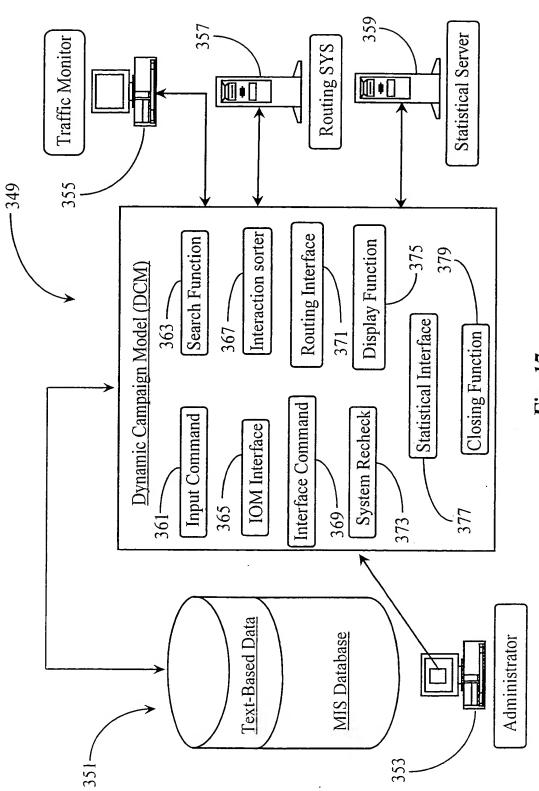
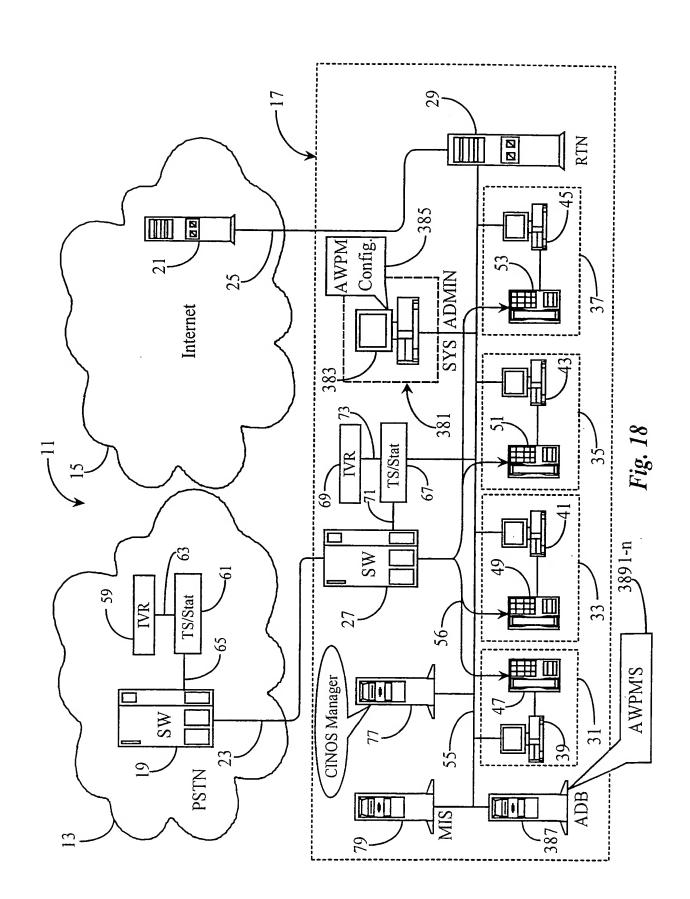
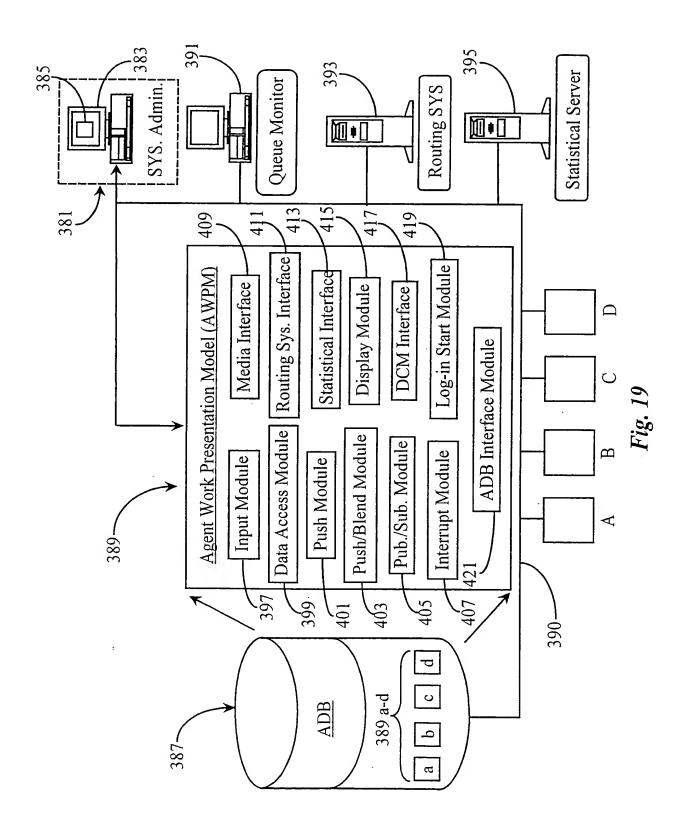
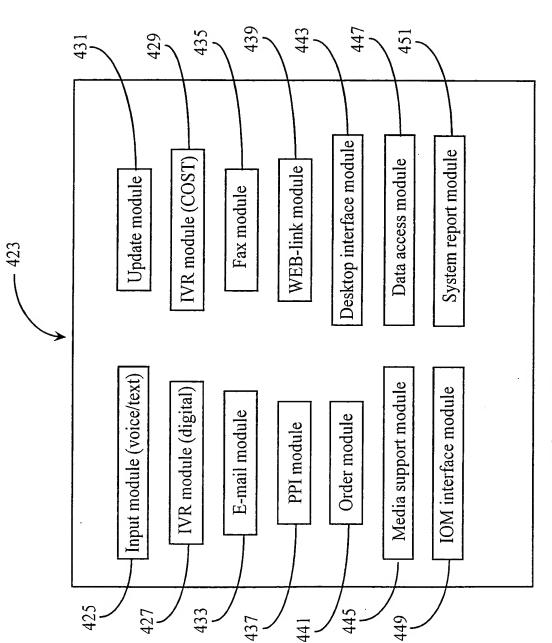


Fig. 17







Self-Help Wizard (customer service)

Fig. 20